

WE'VE GOT A NEW LOOK

We've been hard at work redesigning our website to be a better, more effective resource for Baton Rouge residents. The new BRLA.gov places a premium on the things that our research shows matter most to residents – intuitive search, mobile and tablet friendly, streamlined navigation, two-way communication, and a focus on providing efficient access to high-value content. Our website serves as the digital front door to City-Parish government, and we are excited to invite you in.

NEW NAME

Moving from .com to .gov – professional, trusted, and modern

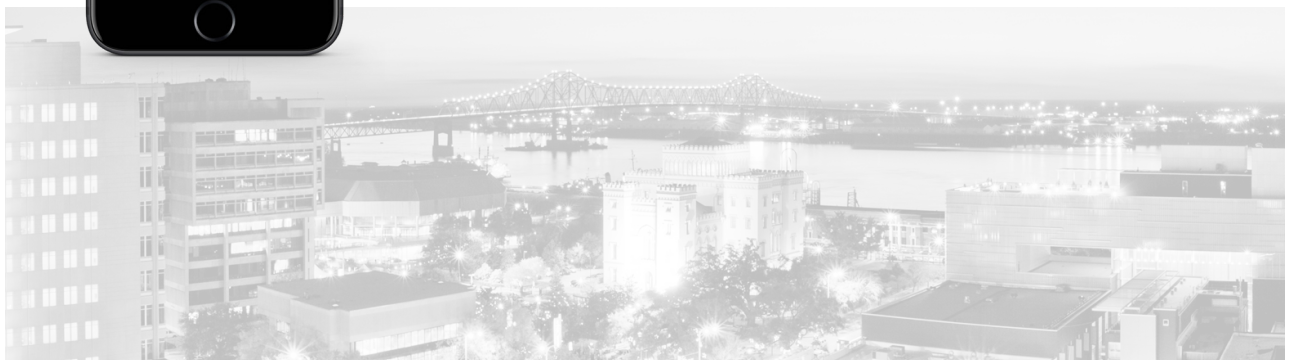
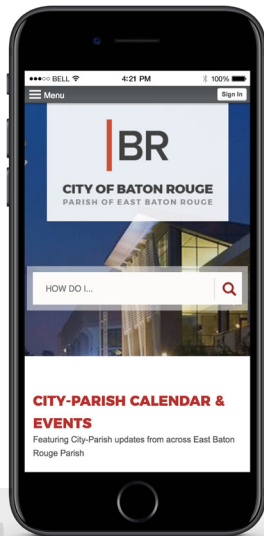
NEW FEATURES

Real-time notifications, emergency alerts, community input, transparency, and more

NEW WAY OF DOING BUSINESS

Focus on search, mobile, and connecting “on the go” residents with the information you need

WELCOME TO THE ALL-NEW
BRLA.GOV



CITY OF BATON ROUGE
PARISH OF EAST BATON ROUGE



A DIGITAL RESOURCE FOR A DIGITAL CITY

We're changing the way we do business, both within our City-Parish departments and in how we serve our Baton Rouge residents, with a focus on better digital resources for today's digital citizen. Here's how the all-new BRLA.gov is helping to make that happen.



Streamlined Design and Navigation

When you visit BRLA.gov for the first time, you will notice a lot of changes – and in this case, change is a very good thing. From a completely new design to site navigation that puts the content you need front and center, with easy access buttons for some of our most in-demand information or services. And our new site automatically works the way you need it to on any device – from iPhones and iPads to Android phones or tablets. It's called a “mobile-first mentality” and it's how we're focused on serving residents in today's digital age.

Notifications and Emergency Alerts

We understand it can be difficult to stay up-to-date with what happens down at City Hall on a daily basis. That's why we've focused on notifications and alerts through the new BRLA.gov that allow you to subscribe via email and/or text for the real-time updates that are most relevant to you. And through our emergency alert system, you can receive similar updates about critical services, resources, and information you need to protect your home and family – straightforward and to the point.

Focus On Digital Services

We've made it as easy as possible to access online the services residents most frequently utilize – from paying parking tickets or submitting a 311 request or complaint to contacting the Mayor's Office or individual departments – using online forms whenever possible to ensure your requests get to our team as quickly and efficiently as possible. Take a moment to scroll through our “access buttons” featured on the homepage of BRLA.gov and click on the service you're most interested in.

Better Search, Better Results

When you visit BRLA.gov, one of the first things you will see is a search box that says, “How Do I...”. We've implemented enhanced and predictive search functions across our new site that help connect you with information quickly based on what you need. Start by asking the question “how do I...” and let us get you answers.

Integrated Calendar System

Our new notification system allows users to subscribe to updates for events that are most relevant to them, from Metro Council meetings to community center or department-specific events. And through our integrated calendar system, featured on the homepage of BRLA.gov, users will be able to see what's going on at the City-Parish on any given day and how they can get involved.

Community Voice

Are you interested in a road or sewer project or planning effort, but can't make it to a public meeting? Our new CommunityVoice tool will help to bridge that gap by providing you with an easy resource to provide feedback – positive or negative – on the projects that stand to impact you the most, all from the comfort of your computer or mobile device.

Over the past several years, our City-Parish has made tremendous strides in how we use technology to provide better services to Baton Rouge residents and create a more digital city in the process. The new BRLA.gov is another critical step in that direction.

Share your thoughts, questions, compliments, or concerns with us – we want to hear from you!

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